Michigan ITS Center

Serving the Southeast Michigan Freeways
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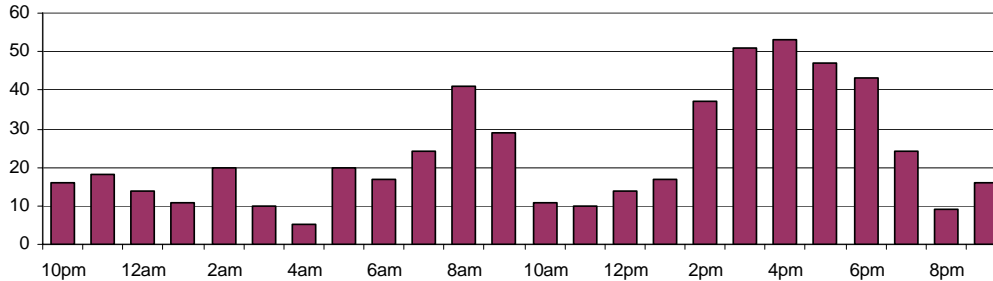
September 2006

MDOT
Mia Silver, PE PTOE
Michigan Department of Transportation
1060 6th Street
Detroit, MI 48226
SilverMa@michigan.gov

CONTROL ROOM SUPPORT ACTIVITY

Total Incidents per Hour

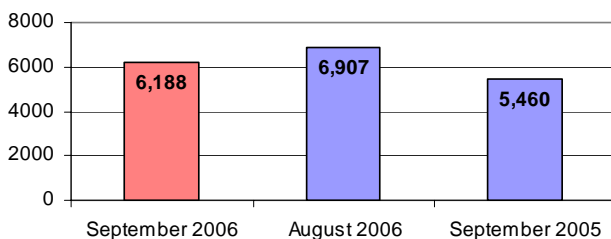### Total Incidents by Roadway

Freeway	Sep 2006	Aug 2006	Sep 2005
I-75	144	95	109
I-94	117	94	111
I-96	72	52	35
I-275	48	36	47
I-375	0	0	0
I-696 (Reuther)	84	67	90
M-5 (Grand River)	0	4	0
M-8 (Davison)	0	0	0
M-10 (Lodge)	56	42	40
M-14	0	0	0
M-39 (Southfield)	36	30	36
Total	557	420	468

Monthly Incident Activity

	Sep 2006	Aug 2006	Sep 2005
Freeway Closures	22	25	16
Lane Closures	24	32	30
Ramp Closures	5	9	4

Monthly Call History

MITS Center News

Planning for the 2007 North American International Auto Show (NAIAS). Creating a unified document to identify and document NAIAS stages and events along with responsibilities of each agency that is involved.

There were three America's Missing Broadcast Emergency Response (AMBER) Alerts this month. Only one fit all criteria to display an Amber Alert message on the DMS signs. A vehicle description and license plate are needed to display on the DMS

Calls by Type

Agency	No. of Calls
Freeway Courtesy Patrol	4298
Michigan State Police	727
Media	726
MDOT Construction (Incoming)	52
MDOT Construction (Outgoing)	14
Other MDOT	157
ITS Maintenance	59
Other	155
Total	**6188**

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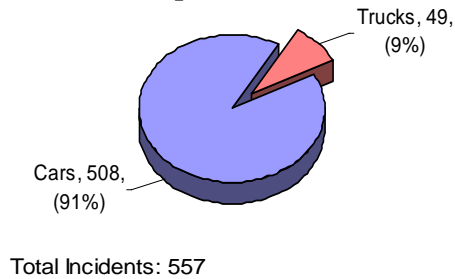Mia Silver, PE PTOE
Michigan Department of Transportation
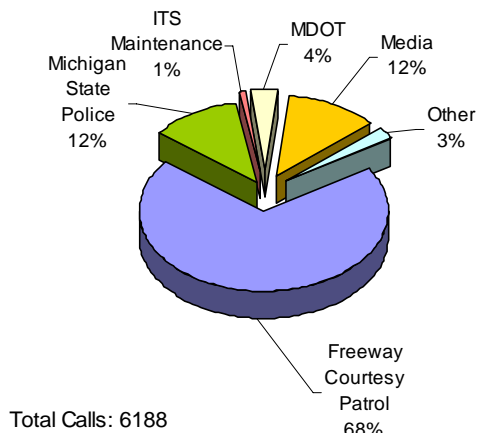1060 6th Street
Detroit, MI 48226
SilverMa@michigan.gov

CONTROL ROOM DISPATCH ACTIVITY

- Of the 4,397 assists that the Freeway Courtesy Patrol (FCP) provided during the month of September, 872 assists (20%) were dispatched by the FCP dispatchers located at the MITS Center.
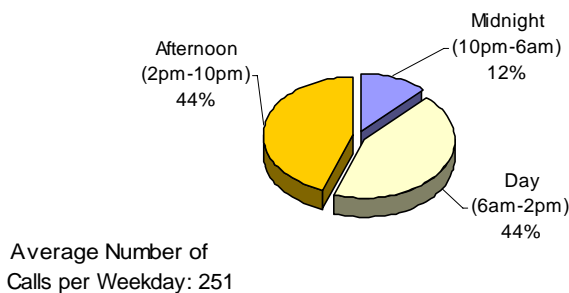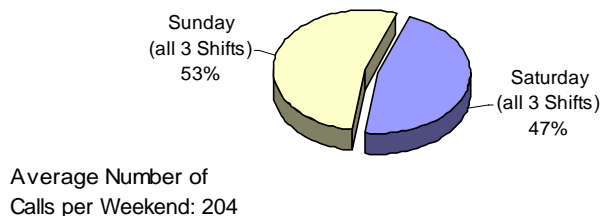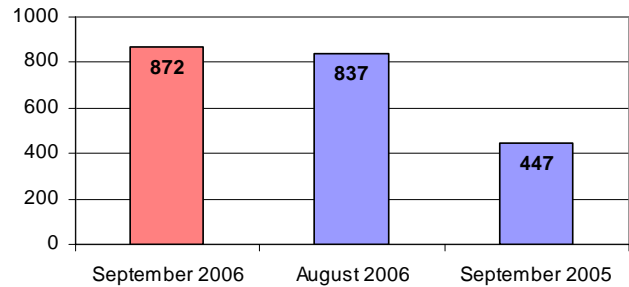
Vehicle Composition of Incidents

Trucks, 49, (9%)

Cars, 508, (91%)

Total Incidents: 557

Freeway Courtesy Patrol Monthly Dispatch Activity

	September 2006	August 2006	September 2005
	872	837	447

Calls by Type

ITS Maintenance 1%
MDOT 4%
Media 12%
Michigan State Police 12%
Other 3%
Freeway Courtesy Patrol 68%

Total Calls: 6188

Freeway Courtesy Patrol Dispatches by Weekday Shift

Afternoon (2pm-10pm) 60%
Midnight (10pm-6am) 10%
Day (6am-2pm) 30%

Average Number of Dispatches per Weekday: 34

Calls by Weekday Shift

Afternoon (2pm-10pm) 44%
Midnight (10pm-6am) 12%
Day (6am-2pm) 44%

Average Number of Calls per Weekday: 251

Freeway Courtesy Patrol Dispatches by Weekend Day

Sunday (all 3 Shifts) 53%
Saturday (all 3 Shifts) 47%

Average Number of Dispatches per Weekend: 35

Calls by Weekend Day

Sunday (all 3 Shifts) 53%
Saturday (all 3 Shifts) 47%

Average Number of Calls per Weekend: 204
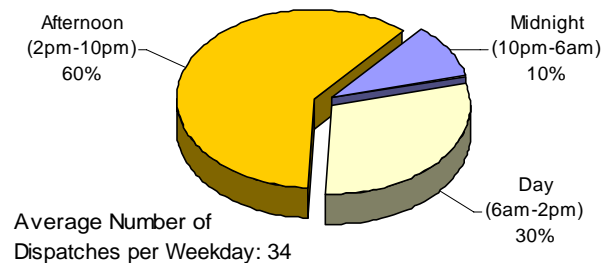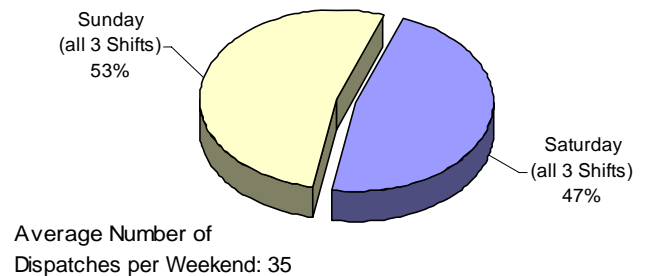
Note: Additional FCP information may be found beginning on page 4.

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TRAVELER INFORMATION ACTIVITY

- The MITS Center provides traffic information to users and motorists via the dynamic message signs (DMS) and the MDOT website (see www.michigan.gov\mdot, click on "Detroit Traffic")

Website Activity
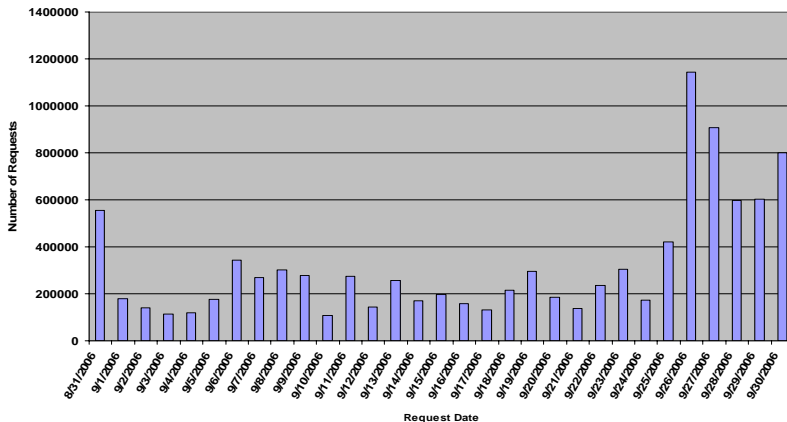
Top 5 DMS with Unique Messages

1. M-10 NB at Porter
2. M-10 NB at M. L. King
3. I-94 EB at Second
4. I-75 SB at Clay
5. I-94 WB at Burns

Unique DMS Messages by Type
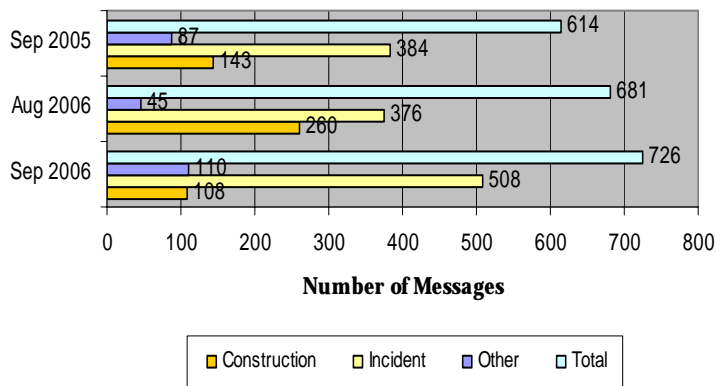
Incident Communication Accuracy

Weekend DMS Snapshot Review	Sep 2006	Aug 2006	Sep 2005
All Incident Messages	100.0%	98.8%	100.0%
High Impact DMS Messages	**Sep 2006**	**Aug 2006**	**Sep 2005**
All High Impact Messages	96.1%	100.0%	98.0%
Freeway Closure Messages	95.5%	100.0%	96.0%
Lane Closure Messages	100.0%	100.0%	96.0%
Ramp Closure Messages	80.0%	100.0%	100.0%
Other Communication	**Sep 2006**	**Aug 2006**	**Sep 2005**
Advisory Text-Messages	94.1%	97.0%	93.0%
Website Incident Postings	100.0%	100.0%	96.0%

Weekend Construction DMS Message Activity
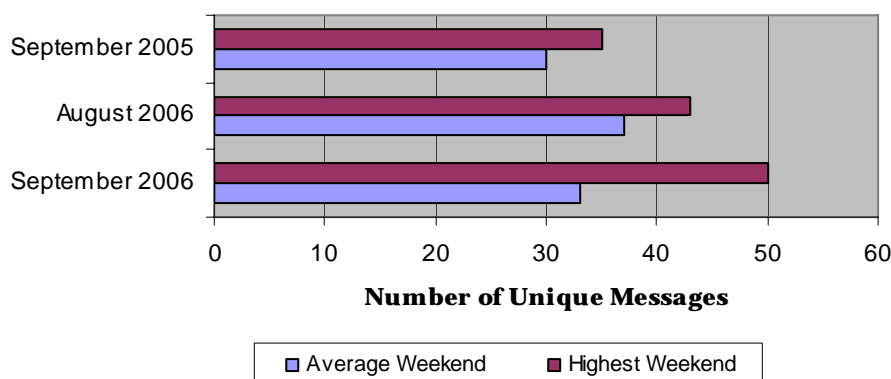
Page 3
(See Data Key on Page 7 for explanations)

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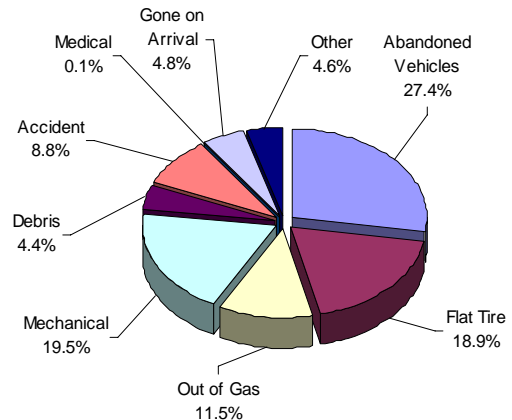SilverMa@michigan.gov

FREEWAY COURTESY PATROL ACTIVITY

- Established in 1994, the Freeway Courtesy Patrol provides assistance to motorists by reducing potential crash situations, relieving traffic congestion and helping to create safer driving environments. Services are funded by MDOT through a grant from the Federal Highway Administration.

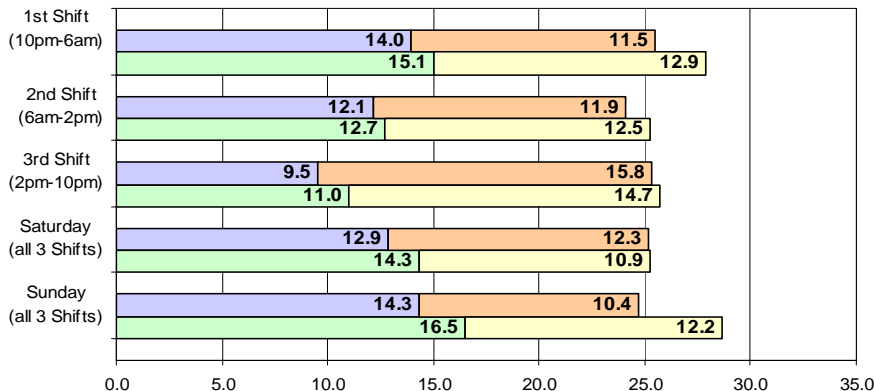### Motorist Quote of the Month

"I want to take this opportunity to acknowledge the professional and courteous road service I received . I was on I-94 near Metro Airport when I experienced a blow out. While assessing the damage a road angel magically appeared in the form of your courtesy patrol. My tire was changed in a skillful but expeditious manner. Thank you for a valuable and needed service.."

Assist Type

Medical 0.1%
Gone on Arrival 4.8%
Other 4.6%
Abandoned Vehicles 27.4%
Accident 8.8%
Debris 4.4%
Mechanical 19.5%
Out of Gas 11.5%
Flat Tire 18.9%

Total Number of Incidents: 4397

FCP Average Service Times

Shift	Average Response Times (Sept 2006)	Average Clear Times (Sept 2006)	Average Response Times (FYTD)	Average Clear Times (FYTD)
1st Shift (10pm-6am)	14.0	11.5	15.1	12.9
2nd Shift (6am-2pm)	12.1	11.9	12.7	12.5
3rd Shift (2pm-10pm)	9.5	15.8	11.0	14.7
Saturday (all 3 Shifts)	12.9	12.3	14.3	10.9
Sunday (all 3 Shifts)	14.3	10.4	16.5	12.2

September 2006 (min): ■ Average Response Times ■ Average Clear Times
Fiscal Year-to-Date (min): ■ Average Response Times ■ Average Clear Times

History of Key FCP Activities

	Stops	Assists	Tows
September 2006	1,206	3,191	621
August 2006	1,393	3,464	636
September 2005	711	1,890	436
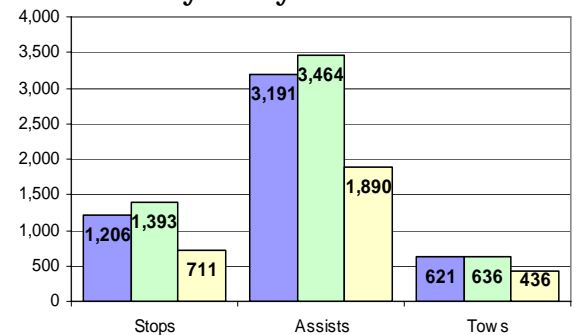
■ September 2006 □ August 2006 □ September 2005

FCP Assists by Time of Day
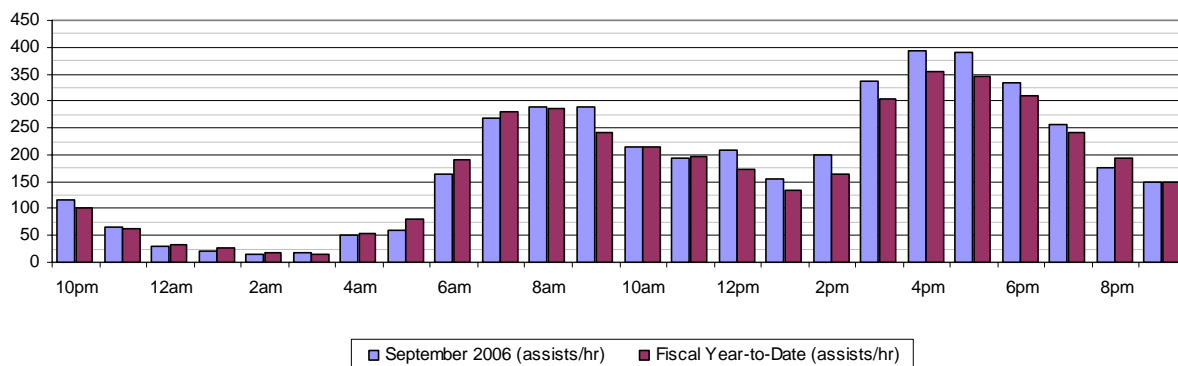
■ September 2006 (assists/hr) ■ Fiscal Year-to-Date (assists/hr)

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FREEWAY COURTESY PATROL ACTIVITY

Freeway Courtesy Patrol Service Area

| 0 - 5.9 (assists/mile) | 6 - 10.9 (assists/mile) | 11 - 16.9 (assists/mile) | 17 & greater (assists/mile) |

Freeway	COVERAGE	TOTAL ASSISTS*		ASSIST DENSITY (assists/mile)		AVERAGE RESPONSE TIME (min)	
	(miles)	September 2006	Fiscal YTD Avg.	September 2006	Fiscal YTD Avg.	September 2006	Fiscal YTD Avg.
I-75	87.6	1064	1012	12.1	11.6	12.3	13.5
I-94	60.7	973	911	16.0	15.0	10.6	12.4
I-96	34.0	740	631	21.8	18.6	11.0	13.0
I-275	37.5	385	347	10.3	9.3	11.4	13.0
I-375	1.2	10	7	8.3	5.4	11.3	13.6
I-696 (Reuther)	28.7	475	375	16.6	13.1	10.6	12.1
M-5 (Grand River)	10.3	51	40	5.0	3.9	14.7	13.1
M-8 (Davison)	2.2	65	58	29.5	26.1	14.8	9.6
M-10 (Lodge)	17.9	382	320	21.3	17.9	11.1	11.8
M-14	6.4	28	49	4.4	7.7	18.1	16.6
M-39 (Southfield)	14.2	205	211	14.4	14.9	11.3	12.0

(See Data Key on Page 8 for explanations)

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DATA KEY INFORMATION

Table	Description	Data Source
Total Incidents per Hour	Displays the total incidents in the current month by hour of day.	**ATMS Incident Log** - Manually entered information by the operator.
Total Incidents by Roadway	Displays the total incidents in the current month by roadway.	**ATMS Incident Log** - Manually entered information by the operator.
Monthly Incident Activity	Displays the number of major incidents for the current month, previous month, and previous year.	**Monthly Closure QC** - QC of email advisory notifications sent for major incidents.
Monthly Call History	Displays the number of incoming and outgoing Control Room Operator calls, including 2-way and select MSP CAD entries, for the current month, previous month and previous year.	**Call Log Database** - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Calls by Type (page 1)	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	**Call Log Database** - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Vehicle Composition of Incidents	Displays the amount of incidents involving trucks and the amount of incidents not involving trucks for the current month.	**ATMS Incident Log** - Manually entered information by the operator.
Freeway Courtesy Patrol Monthly Dispatch Activity	Displays the number of incidents dispatched by Control Room operators to FCP for the current month, previous month, and previous year.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.
Calls by Type	Displays the number of incoming and outgoing Control Room operator calls, including 2-way and select MSP CAD entries, by agency for the current month.	**Call Log Database** - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekday Shift	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekday shift.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Calls by Weekday Shift	Displays the distribution of call activity for the Control Room operators by weekday shift.	**Call Log Database** - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.

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DATA KEY INFORMATION

Calls by Weekend Day	Displays the distribution of call activity for the Control Room operators by weekend day.	**Call Log Database** - Manually entered data by the operator of all incoming and outgoing Control Room Operator calls, including 2-way communications and select MSP CAD entries.
Freeway Courtesy Patrol Dispatches by Weekend Day	Displays the distribution of incidents dispatched by Control Room operators to FCP by weekend day.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident where How Detected equals Fwy Ops.
Website Activity	Displays the total number of server requests for current month, previous month and previous year on the MDOT real time traffic information website.	*Pending incorporation of web server statistics.*
Top 5 DMS with Unique Messages	Displays the top 5 DMS in terms of the number of unique messages displayed for the month.	*Pending completion of database updates.*
Unique DMS Messages by Type	Displays the total number of unique DMS messages by type that occurred during the month.	*Pending completion of database updates.*
Incident Communication Accuracy	Displays the accuracy of DMS, advisory text messages and messages posted on the website. Accuracy measures include DMS signs used, wording, and timing.	**Monthly Closure QC** - QC of email advisory notifications sent for major incidents. **Daily DMS Message QC** - QC of DMS message snapshots system wide 7 times per day, 3 days per week **High Impact Message QC** - QC of incident information for each high impact incident resulting in an email advisory.
Weekend Construction DMS Message Activity	Displays the total number of freeway construction DMS messages displayed in a month.	*Pending completion of database updates.*
Assist Type	Displays the distribution of incident types for incidents responded to by FCP.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.
FCP Average Service Times	Displays the average response times and average clear times by shift.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.
History of Key FCP Activities	Displays the number of Freeway Courtesy Patrol "stops", "assists" and "tows" for the current month, previous month and previous year.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident
FCP Assists by Time of Day	Displays the total assists for 2-hour increments over a 24-hour period.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.

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DATA KEY INFORMATION

Freeway Courtesy Patrol Service Area - Map	Displays FCP freeway coverage by roadway measured by assists per mile of freeway.	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.
Freeway Courtesy Patrol Service Area - Table	Displays the total coverage distance, total assists, assist density and average response time by freeway. Values with no available data are denoted as "-"	**FCP Call Card Database** - Data cards filled out by the freeway courtesy patrol at each incident.